

**INTERNAL REGIME REGIME**  
**TOURIST CAMP**  
**"CAMPING PLAYA MAZAGON"**

**RIGHT OF ADMISSION AND STAY**

Access to this tourism camp is free, with no restrictions other than those derived from the laws and these regulations.

(Art. 23, Decree 26/2018 on the management of JA tourism camps.)

The entry of those person(s) who were previously expelled for non-compliance with the rules of this Regulation or who had not voluntarily paid, at the time, for services previously provided, will not be admitted.

The Directorate may seek the assistance of the agents of the authority to expel from them users who fail to comply with this Internal Regime Regulation or who intend to access or remain there for a purpose other than that of the specific or peaceful use of the tourist establishment.

Those people who show clear symptoms of being drunk or have consumed narcotic substances will not be admitted.

The entry of people who are not registered for accommodation in the tourism camp is not allowed.

Regarding visits, at the discretion of the Management, and at the request and under the absolute responsibility of the registered client, the entry of family and friends may be authorized, who will be obliged to register at the Reception Office with a document proving their identity, and payment of the full day rate in advance. Non-payment of the billing corresponding to the visit will be assumed by the camping client. In high season the visit is not authorized, anyone who accesses the campsite must be registered, with their stay paid for and identified.

## ENTRY REGISTRATION

To access accommodation at the campsite, accreditation of your DNI, driving license or passport will be mandatory, as well as filling out the documentation required at all times by the Spanish authorities, in addition to formalizing the corresponding admission form. (Art. 23.2, Decree 26/2018 on the management of tourism camps \_LA.)

All people over 16 years of age must be properly documented.

The provisions of BOE 165 of July 11, 2003, Order INT/1922/2003 of July 3, apply. As established in the ANNEX to this Order, section . (1), the types of documents that are accepted for customer identification are:

- \*For Spaniards: DNI, passport or driving license
- \*For foreigners: passport, letter or identity document
- \*Foreigners residing in Spain: Spanish residence permit or foreigner's identity card.

All minors, who are going to stay in our facilities without the company of their parents or legal guardians, must be in possession of their valid ID or passport, and present a written and signed authorization from the parents or legal guardians at the which includes a photocopy of the DNI, Passport or Driving License of the father, mother or legal guardian of the minor and contact telephone number.

## If the above requirements are not met, you will not be able to access the Camping

Check -in times : 09:00 a.m. in camping and 1:00 p.m. in accommodation

Check-out times : 12:00 in camping and 12:00 in accommodation

## SCHEDULES

Reception Office

- o From 08:00 to 22:00 for registration and cancellation procedures
- o From 09:00 to 13:00 and from 16:00 to 20:00 for other matters Camping
- o From 09:00 to 22:00 for the installation of camping units

Silence and rest

- o From 24:00 to 08:00 for the silent period
- o From 3:30 p.m. to 6:00 p.m. for the rest period

Other services and facilities are established in boxes located in the Reception Office.

## PERIOD OF SILENCE AND REST

During the rest period the client will avoid all kinds of sounds-noises, voices or discussions.

During these hours the silence will intensify, with the circulation of vehicles inside the enclosure being prohibited, as well as the setting up or dismantling of camping units and the regularization of the lights.

During SILENCE and REST periods, the maximum noise level allowed is 50 dB.

(Art. 23.3 b Decree 26/2018 on the management of tourism camps. 7.A. )

Regarding hearing/emission of sounds, the provisions indicated in the SOUND EQUIPMENT section will be followed.

## CAMPING UNITS LOCATION

The installation of camping units and vehicles can only be carried out during operating hours of the Reception Office.

Users are required to settle on the plot or place designated for this purpose at the time of admission. Changes in locations must be authorized. The corresponding camping unit and/or vehicle must have the identification element provided in a very visible place.

Only those elements that have been registered at the time of entry can be installed.

If the client plans to be absent from the campsite and leaves the camping unit installed or the vehicle at the campsite, he or she will be obliged to inform the Reception Office of the fact. The Management may accept the absence under conditions that, given the circumstances, are agreed for this purpose or, where appropriate, force the client to leave the property with all their belongings.

Customers with motorhomes who use it for their trips, leaving the plot free during these periods, must communicate this, to avoid mistaken occupation of their space.

In non-parceled areas, spaces manifestly disproportionate to the number of people who use them may not be occupied, meaning that area greater than that corresponding to the number of campers, shelters, and/or vehicles, if it were parceled.

The areas designated for the location of caravans-motorhomes may only, circumstantially, be occupied by other vehicles or tents, if the Camp Management allows it.

## ANIMAL ENTRY

### **Accommodation Clients:**

The entry of pets is prohibited.

### **Camping Clients:**

The entry of animals that clearly pose danger or cause inconvenience to campers is prohibited. If the animals do not meet these characteristics, the company will establish the conditions for their stay.

Any domestic animal, whose entry is authorized, must be registered and pay the fee, if any, in the price list. You must fill out the registration form and the registration form must be in order. relevant health documentation. Any animal, whose entry has been admitted by the reception services, must remain at all times with its responsible owner, tied up and under his control, they may never be left alone. The owner will ensure that the animal performs its hygienic functions in the established places and removes excrement.

Dogs, in particular, must always remain on their leash. Those classified as "potentially dangerous" must also use a muzzle and a non-extendable leash, as well as their owner having a special license and corresponding insurance, in addition to the mandatory insurance for all dogs.

Access of animals to the Pool Area, inside the Toilets, Supermarket and Restaurant of the campsite is prohibited.

When an animal is found in the camp without being accompanied by its owner or person in charge, it will be understood that the surveillance services are expressly authorized to pick it up and notify the municipal services to deliver the animal, with any expenses incurred being the responsibility of the owner.

When the owner of an animal repeats the previous point, the Camp Management may order the non-admission of said animal, which may even be grounds for ordering the owner's departure from the camp.

The owner of the animal is responsible both civilly and economically for all damages that the animal could cause to people, things and facilities.

As an exception to what is established in this section, the entry of guide dogs that accompany people with visual impairments is authorized, subjecting their entry to the conditions established in Law 5/1998 of November 23.

## RATES

Clients are required to pay the price of services billed in advance at the time of registration. As a general rule, the Camping Management may require clients to pay for the services provided at any time. Payments for the different stay rates will be computed by days, understanding that this ends at 12:00 hours (am) in the case of camping and at 11:00 hours (am) in the case of accommodation. If the client does not leave the camping area or occupied accommodation at said time, it will be understood that he or she extends his or her stay for one more day. All payments are made in advance.

Current prices will be understood to be those that are duly displayed in the Reception Office.

Advance payment of the planned stay is established at the time of booking.  
check -in.

Other aspects of the payment method will be reflected in the price list displayed in the Reception Office.

The entrance or stay fees entitle the client to use the services detailed below:

## **Without additional payment With additional payment**

- First aid kit • Bar and Restaurant
- Consumption of drinking water • Supermarket, Bakery
- Public lighting • Camping power outlet
- Power outlet in sinks • Churrería-Pollería in high season
- Showers and sinks • Automatic clothes laundry
- Evacuators • Mobile recharging
- Sinks and laundry rooms • Swimming pool in high season
- Organic waste collection
- Mail collection
- Animation

Other services with additional payment not indicated will be reflected in the official price list in the Reception office.

Any service that the company provides, without being required by the current Tourism Regulation, is completely voluntary. Consequently, it may suspend its provision, totally or partially, at any time and will cause the payment by the user of the amount of the corresponding consideration, which will appear in the price table displayed to the client in the Reception Office.

### **VEHICLE CIRCULATION**

Inside the Campsite, vehicles will limit their speed to 10 km/h. The use of the vehicle is limited to customer access and exit.

(Art. 13, Decree 26/2018 on the management of JA tourism camps.)

During the established hours of silence and rest, the circulation of all types of motor vehicles, including bicycles and scooters, is prohibited.

(Art. 13, Decree 26/2018 on the management of JA tourism camps.)

The use of vehicle horns is prohibited, except in cases of force majeure.

(Art. 13, Decree 26/2018 on the management of JA tourism camps.)

Customers are obliged to park the vehicle in designated parking lots and/or plots, avoiding, in any case, parking in areas that hinder the circulation and access of vehicles and people.

The camp complies with current regulations regarding vehicle parking, in addition to a limited parking area in the entrance area. Once the period of Silence has begun, vehicles that have left the camp and return will not be able to access the camping area, and may park in the parking lot in the Reception area, as long as there are spaces available since the vehicle access door will remain closed. Once the capacity of the aforementioned area is completed, vehicles will not be able to access or park inside the camp.

## SOUND EQUIPMENT

Listening to music through equipment installed in vehicles is prohibited. The vehicle sound systems will remain disconnected within the Camping site.

Listening to music through portable equipment is prohibited. Portable sound equipment will remain disconnected within the Camping site.

Television equipment inside tents, caravans or motorhomes will have the minimum volume level and the sound should not be perceived from the nearest occupied plots.

## OBLIGATIONS OF THE CAMPERS

In addition to those reviewed,

- a) Know, accept and comply with the Internal Regime Regulation (Art. 23.3, Decree 26/2018 on the management of JA tourism camps)
- b) Observe the basic rules of safety, coexistence, morality and hygiene dictated for the proper use of the establishment, taking particularly into consideration the nature of the activity, camping, in which it is essential to preserve civility, health and safety. mutual respect. Behaviors of people with clear symptoms of drunkenness or drug use that alter or could alter the coexistence of the campers will not be permitted.
- c) Correctly use the control and identification elements of people or vehicles determined for each situation. In specific areas of the camp (e.g.: swimming pools), as well as in certain seasons ( e.g .: EL ROCIO, Easter, Summer season , etc. ), the mandatory use of those systems that are considered appropriate.
- d) Respect the trees, vegetation, animals, etc., as well as all the facilities with their proper use.
- e) Communicate to the Management any cases of presumably contagious disease of which they are aware.
- f) Leave the Campsite once the agreed time has ended, unless it is extended by mutual agreement between the Company and the client.

- g) Leave the part of the land where the corresponding camping unit has been installed, in the same conditions in which it was found.
- h) Wash household items or wash clothes in the facilities specially designated for this purpose.
- l) Collaborate in the evacuation drills carried out by the Management according to the campsite's Self-Protection Plan.
- j) Collaborate in the selective storage of solid waste in the corresponding containers:
- to. Collect garbage and organic waste in properly closed plastic bags, which will be deposited in the appropriate container.
- b. Deposit glass, paper, cardboard, metals and plastics in the specific containers.
- k) Communicate cases of accident or emergency to the camping employees as soon as possible, in order to adopt the pertinent measures.
- l) Clients with caravans or motorhomes on long-term parking must have an insurance policy with coverage for fire, explosion, lightning, extension of guarantees, water damage, theft and plunder (trousseau and belongings) and Civil Liability.
- nn ) Take appropriate precautions to safeguard your belongings and interests.
- n) Carry the personal identification elements provided by Management and show them to employees at their request.
- o) Use electrical power extension cords constructed with a 1 KV outdoor hose type cable, two poles plus a 2.5 mm<sup>2</sup> ground connection, and an outdoor Schuko type connection plug. The cable to be used must be continuous, without splices or interconnection extensions. Avoid the well-known "swarms" of cables connected to an electrical strip. (These elements will be supervised by electrical technicians with the appropriate thermal imaging cameras). Wiring and accessories must comply with RBT standards
- p) For exterior lighting, use devices with protection grade 1P65, with low consumption LED lamps (maximum 8 watts) and extension cable according to the type described in the previous device. Disconnect your outdoor lighting after midnight.
- q) Multi-outlet power strips must remain covered within the advance and at a height greater than 30 cm from the ground.
- r) Caravans or motorhomes for extended stays and in the absence of their owners, will be parked in the place and technical conditions established by the Management; The trailers will be dismantled and all complementary camping equipment will be stored inside the accommodation.
- s) Treat employees with education and respect.

## PROHIBITIONS

In addition to what is outlined, it is prohibited:

- a) Disturb the rest of the other campers.
- b) Play games or sports that may disturb other campers, as well as any collective activity, whether of a sporting, cultural, recreational, associative or leisure nature without having the express authorization of the Management.
- c) Light a fire anywhere in the camp. Barbecues in general are prohibited.
- d) Use of tobacco devices, water pipes, hookahs or similar devices throughout the campsite.
- e) Consumption of narcotics or similar drugs.
- f) Make the popularly called "botellones".
- g) The installation on the plots of fixed elements, closures, windbreaks, mesh covers, awnings, shades, metal structures, sinks, large appliances such as refrigerators, freezers or dishwashers, and, in general, any others of a similar nature other than those regulated in Decree 26/2018, of January 23.
- h) The location of caravans or motorhomes is permitted with their respective manufacturing advances for such purpose and use.
- i) The location of a single canopy - gazebo is permitted to provide shade or shelter with maximum measurements of 3 x 4 meters .
- j) Structures cannot be manufactured, whether metal or wood, adapted to cover customized spaces on the plot at the client's discretion.
- k) It is not allowed to cover the entire plot with umbrellas, shades, awnings and/or similar.
- l) The installation of a single kitchen tent with a maximum dimensions of 3 x 2 meters is permitted .
- m) The floor occupied by the advance+table+ kitchen tent can be covered with quadrangular or rectangular raffia, never with pieces of scraps or patches. The rest of the plot must remain aerated for the correct conservation and aeration of the land, not being able to cover it.
- n) Those appliances that operate continuously (e.g. refrigerators, air conditioners) whose noise level disturbs the rest of nearby campers.
- o) Carry weapons or objects that can cause accidents.
- p) Abandoning garbage waste outside the containers intended for it.
- q) Hang clothing in unauthorized places.
- r) Make ditches or any type of earth or stone movement, as well as move the markers that limit the plots.
- s) Plant plants, bushes or trees without prior authorization.
- t) Place ropes or wires between two or more trees, streetlights or fixed elements. Nail any type of element or object, or anchor any element to them.
- u) Nail spikes and install fences and fences of more than 30 cm. In length ( ii pay attention to electrical and water pipes!! )
- v) Introduce people not staying there into the Campsite, without the prior authorization of the Campsite Management.

- w) Carrying out hygienic functions for campers and/or animals outside the established places.
- x) Park vehicles outside authorized places.
- y) Wash vehicles, change oil or other engine fluids, or any repair or maintenance operation that may cause damage to the pine forest ecosystem.
- z) Use vehicles (e.g. motorcycles or scooters) to walk or play inside the campsite. Wash utensils or wash clothes in water sources.
- za ) The installation of domestic children's pools, both inflatable and removable, is completely prohibited.
- aa ) Use cans, containers, drums or other elements as drains and make fixed connections to common water intakes .
- bb ) Use cables or electrical accessories to make electrical outlets, other than the standard ones. The cables must be free of splices. Multiple extension cords cannot be used.
- cc ) Make electrical lines for exterior lighting of caravans or tents, without prior authorization from the campsite management.
- dd ) Sell articles, products or food inside the Campsite.
- ee ) Assemble or dismantle camping units during Quiet Hours.
- if ) The use of certain services outside the hours established for this purpose, especially swimming pools.
- gg ) Carry out any kind of acts that may harm the property, hygiene and appearance of the Camping.
- hh ) Customers with caravans or motorhomes on a long-term parking basis must leave belongings, sound-imaging equipment, bicycles, etc., generally of a certain value and unrelated to the manufacturer's own equipment.
- ii ) Use domestic butane gas cylinders (13 kg), unless they come as standard equipment from the accommodation manufacturer and you have an updated installation certificate.
- jj ) Empty the chemical toilets of the caravans and motorhomes into the toilets , using the spillways installed for this purpose in the toilet modules.
- kk ) Pour out the black water from the toilet cassette (from the caravan or motorhome) without treating it . All cassettes must be previously treated with specific additives (scented-descalers, for example : Aqua Kem Blue
- ll) The entry of industrial vehicles, jet skis, quads and boats.
- mm) Remain on the same plot for more than 6 months.
- nn ) The intentional concealment of billing concepts or affiliation data.
- oo ) Smoking in all fixed facilities for collective use of the camp. Smoking is also prohibited inside the Accommodations. You can smoke in the open spaces of the camp, as long as you have the appropriate container or ashtray for depositing and extinguishing cigarette butts. It is prohibited to throw or extinguish cigarettes directly on the ground.

## SANCTIONS

Failure to comply with the obligations, prohibitions or rules of these regulations will be sufficient cause for the termination of the accommodation contract without the right to any compensation.

The camper who contravenes any of these prohibitions, does not comply with the instructions of this Regulation, fails to comply with the basic rules of education and social coexistence and, in general, do not respect all the principles of civilized life, YOU WILL BE INVITED TO LEAVE THE ESTABLISHMENT. If it is not carried out peacefully, you may be EXPELLED from the Campsite, by the Director and/or the competent authority, in accordance with the current Tourism Regulation, all without prejudice to the pecuniary actions and any other type that could be imposed by the competent authority. .

## INFORMATION

In the Campsite Reception Office, regulatory information and any information deemed of interest to the camper is available to clients. Likewise, the user can communicate their opinions, suggestions, complaints or claims regarding the quality of the services and facilities. This can be done through the mechanisms implemented in the Reception Office:

- Verbally to employees.
- Using the Complaints or Suggestions Box Sheets.
- Using the Claim Forms.

## RESPONSIBILITY

Since the Campsite complies with current regulations regarding child care and surveillance, the Company is not responsible for objects or valuables not deposited in the camp safe. Nor is it responsible for theft and damage as a result thereof, as well as for theft of any kind and importance that clients may suffer, from which their collaboration is requested in this regard, advising them to take the necessary precautions to safeguard their property, your belongings and interests. The company is also not responsible for damages caused by other clients or third parties or caused by nature or atmospheric incidents.

In special situations of strong winds or continuous rain (e.g. flooding of the land), clients must take care of protecting and caring for their belongings, even leaving the camp if necessary.

The Company has civil liability insurance that guarantees the risks arising from the exercise of the activity.

(Art. 27, Decree 26/2018 on the management of JA tourism camps)

MAZAGON (HUELVA), 2024